

Common Questions & Answers about HR Hotline

What topics does HR Hotline handle?

Our HR consultants answer questions related to a broad range of HR topics, including, but not limited to:

- Benefits
- Compliance
- Employee Relations
- Investigations
- Job Descriptions
- Leaves of Absence
- Performance Management
- Policy/Handbooks
- Recruiting & Hiring
- Terminations
- Wage & Hour
- Workplace Safety
- Workers' Compensation

Which states have access to HR Hotline?

HR Hotline is a National service serving all 50 states.

Is my issue or question addressed during my initial call?

We strive for 100% initial call issue resolution. An average of 35 minutes is spent on each issue/question. Depending on the complexity of a particular issue, additional research may be necessary, which may result in the need for a consultant to respond to a client after the initial call.

Is every call answered "live?"

It is our goal to answer every call personally and immediately. However, on occasion, we receive an unusually high call volume so it may be necessary to leave a message through our quick-response voicemail system. When this happens, we are alerted of a message and a consultant will return the call as soon as they become available, usually within a matter of minutes, but always the same business day.

Are HR Hotline services branded with my company name and logo?

Yes, all standard partnerships are co-branded for written client communication and web based resources.

How experienced are HR Hotline consultants?

All HR Hotline consultants are SPHR or PHR certified, have extensive backgrounds in human resources, and have worked with many diverse organizations, ranging in size and industry.

Does HR Hotline offer web-based HR resources?

Yes, in addition to live support, all HR Hotline clients receive 24/7 access to our HR Reference Center, a comprehensive, web-based resource for those preferring self-service access to tools, templates and news about the latest HR regulations and employment law topics.

Does HR Hotline issue a newsletter or compliance alerts?

Yes, each month a newsletter is sent to all HR Hotline clients with articles pertaining to HR topics and news. Included in the monthly newsletter is important legislative or compliance related information. In addition, HR Hotline sends "Alerts" to notify clients when important and time sensitive information needs to be distributed. Partners receive "draft" notices of newsletters in advance and also have the option of excluding their clients from the distribution list.

Does HR Hotline provide legal advice?

HR Hotline provides practical human resources advice based upon our research and experience in the industry and with our clients. We have solved over 8,000 HR related issues, without incident, since the founding of our company in 2004. We do not provide legal advice, referrals to law firms, and/or specific recommendations on how to resolve employee relations issues.

What are common questions received from clients?

- ✓ *Is it acceptable to terminate an employee because I believe he is at risk of having an accident as an older driver?*
- ✓ *Can an employer make a deduction from an employee's pay or have them work a day for free because the employee broke the employer's equipment, or there was shortage in the cash register?*
- ✓ *We have an employee who is no longer disabled under workers' comp and is able to return to work, however due to business need we laid off several employees and his position has been eliminated. Are we legally required to return him to work?*
- ✓ *To be in compliance with the I-9 requirements, does an employer have to re-verify an employee's driver license once it has expired?*
- ✓ *Our business is headquartered in one state, yet we have field sales rep employees in other states. Which state disability insurance & paid family leave info should those employees outside of our HQ state receive?*
- ✓ *Who in our company, besides HR, should have access to background checks and drug screen records for a new hire?*
- ✓ *Are employers required to notify employees if cameras are installed in the general areas?*
- ✓ *What do I do if an employee tells you that he/she is being sexually harassed but does not want you to do anything?*
- ✓ *What information needs to be included in an offer letter we are extending to hire a new employee?*
- ✓ *What are salaried Employees entitled to? If they work a Holiday are they entitled to get paid time and a half for that day? If they take a day or week off can we deduct that pay?*
- ✓ *Company is providing bonus to all EEs due to great company performance. Does the company have to pay an employee that is out on LOA and would payment of bonus impact their LTD?*
- ✓ *What documentation is required to properly terminate an employee?*

